

Priory Property Services Complaints Procedure

Introduction

Priory Property Services have a complaints system in accordance with the requirements of the property Ombudsman.

This procedure is not only for the benefit of our clients but also for the benefit of our staff. It helps us improve the service we provide and should that service fall below the standard expected of us it explains the steps to take in relation to making a complaint.

What is a Complaint?

"A complaint is an expression of dissatisfaction. The expression may be in writing, in person or on the telephone."

Procedure

If you wish to complain about any aspect of the services provided to you, the first point of contact should be with your Fee Earner. Early notification of dissatisfaction can often lead to a speedy resolution without the need to escalate the issue. If your Fee Earner does not provide a satisfactory response, please ask to speak to their Department Head. If you remain unhappy then you should contact the Client Care Manager or designate for resolution.

In which case, please contact our office via any of the following methods:

- By telephone 01512600300
- Make an appointment to discuss your complaint.
- Forward your complaint to us in writing 70 PRIORY ROAD LIVERPOOL L4 2RZ
- Or by email to the Client Care Manager Priority@mersinet.co.uk

We will endeavour to acknowledge any complaint received within 48 hours of receipt.

The Client Care Manager or designate, will then carry out an internal investigation of your complaint and will respond to you fully in writing within a further 28 working days.

The purpose of the investigation into the complaint is to identify the cause of the dissatisfaction and offer any redress.

They will also identify if any of our procedures are deficient and require improvement.

The outcome of the complaint will be recorded in our central records and an analysis of them carried out every 6 months.

However, if you are unhappy with the outcome of your complaint you can contact the Legal Ombudsman for further advice, their details are as follows:

The Property Ombudsman Milford

House 43-55 Milford Street Salisbury SP1 2BP

01722 333 306

admin@tpos.co.uk

www.tpos.co.uk

The Legal Ombudsman expects complaints to be made to them within one year of the date of the act or omission about which you are concerned or within one year of you realising there was a concern. You must also refer your concerns to the Legal Ombudsman within six months of the conclusion of your original complaint with us.

Our Office Addresses:

Principal office:

Priory property Services

70 Priory Road

Liverpool

L4 2RZ

Email priory@mersinet.co.uk

Tel 01512600300